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**User's Guide**  
For *in vitro* diagnostic use

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## Welcome

Thank you for choosing the ReliOn® Ultima Blood Glucose Monitoring System.

Important steps for using the System are inside this guide. Please read it carefully.

Your new Blood Glucose Monitoring System is an important tool that can help you better manage your diabetes. Blood glucose results can help you understand your diabetes and what happens with:

- Food
- Exercise
- Stress and illness
- Diabetes medications

Always monitor your blood glucose according to your healthcare professional's recommendations.

We offer Customer Care. If you have any questions, call Customer Care at 1-800-992-3612. We are available toll-free 24 hours a day, 7 days a week.

Please read the following items before using your Blood Glucose Monitoring System:

- User guide
- Blood glucose test strip instructions for use
- Lancing device instructions for use and other information
- Warranty card

**IMPORTANT:**

Any user guide text shown in a shaded box like this one is important information. Please pay special attention to these boxes.

## CHAPTER 1

# Important Things to Know about Your Blood Glucose Monitoring System

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

Important Information

### ▶ **Intended Use Your System:**

- Is indicated for home (lay user) or professional use in the management of patients with diabetes.
- Is for use outside the body (*in vitro* diagnostic use).
- Is for monitoring glucose in fresh whole blood (for example, from the fingertip).



- Is for use with ReliOn® Ultima Blood Glucose Test Strips.

### **Potential Infection Risk:**

Healthcare professionals performing blood tests with this system on multiple patients must always wear gloves and should follow the infection control policies and procedures approved by their facility.



### **IMPORTANT:**

Observe caution when using around children. Small parts may constitute a choking hazard.

## ► **How Your Blood Glucose Monitoring System Works**

When you insert a test strip into your monitor, the Apply Sample message shows on your monitor's display window. When a blood sample or control solution sample is applied to the test strip, the glucose reacts with the chemicals on the test strip. This reaction produces a small electrical current that is measured. The result shows on your monitor's display window.

## ► **Blood Glucose Monitoring System Kit Contents**

### **Blood Glucose Monitor**

#### **User's Guide**

- Contains system information and directions.

#### **Carrying Case**

- Use this to store and carry your monitor and other monitoring supplies.

#### **Logbook**

- Use this to record your test results, activities and medications.

#### **Lancing Device, Lancets and Instructions for Use**

- Use this to obtain a blood drop.

#### **Blood Glucose Test Strips and Instructions for Use**

#### **Items not included:**

**Solartek or MediSense Control Solutions  
Data Management System**

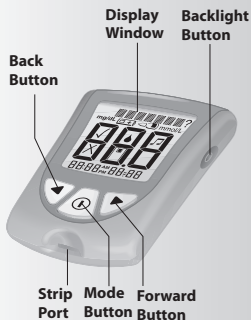


## ► Getting to Know Your Monitor's Features

### Display Window

This shows:

- Blood glucose results.
- Glucose LOT numbers.
- Previous test results and error messages.
- Blood glucose averages.



Display Check

### **IMPORTANT:**

Each time you turn your monitor on, a full display shows. This is called a Display Check. Look at the Display Check each time it appears on your monitor's display window, especially before you check your blood glucose. The Display Check shows on the display window briefly.

**Do not** use the monitor if the monitor Display Check does not exactly match the picture here (for example, if you see a "3" instead of an "8"). The monitor may show an incorrect result when you use it. Please call Customer Care for assistance.



**IMPORTANT:** Avoid getting dust, dirt, blood, control solution, water, or any other substance in the monitor's test strip port.

### **Strip Port**

This is where you insert:

- A blood glucose test strip
- A glucose calibrator



### **Mode Button**

Use this button to:

- Turn monitor ON and OFF
- Access monitor setup options
- Access and save monitor settings
- Access previous results and averages

### **▶ Forward Button**

### **◀ Back Button**

Use these buttons to:

- Review and select monitor settings
- Review results and averages

### **Backlight Button**

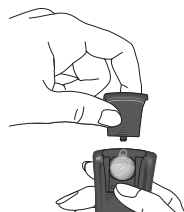
Use this button to:

- Turn backlight ON and OFF

### **Battery Compartment**

This is where the battery is installed.

- If your monitor does not turn on, check that your battery is installed properly.
- For new battery installation, see Chapter 9.



*Important  
Information*

## CHAPTER 2

### Setting Up Your Monitor

#### ► Buttons to Use

- ① Mode Button
- Forward Button
- ◄ Back Button

#### ► Setup Options

##### Set Beeper

If the beeper is set ON, it will beep when:

- The calibrator is fully inserted
- The test countdown starts
- The test countdown finishes

##### Set Time, Set Date

If your meter has a battery tab, pull it out. You will be prompted to set the time and date the first time you turn on your meter (see Set Time and Set Date sections in this chapter).



**Important:** Set the correct time and date before you use the monitor for the first time. This will help you keep records of when you monitor and will help you and your healthcare professional make informed decisions about your care. **You must set the time and date to review averages.**

You may need to re-set the time and date:

- After you replace the battery
- When you travel between time zones or when the time zone you are in changes

In "Set Date", you set the year, month, and day.



**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

## **Set Time Format**

In "Set Time Format", you choose how the time shows on the monitor's display window.

## **Set Date Format**

In "Set Date Format", you choose how the month and day show on the monitor's display window.

## **Measurement Unit**

*Blood glucose measurement unit is factory-set in mg/dL.*

### ► **How to Set the Beeper, Date, Time, & View Measurement Unit**

**Before you start, please note:** "Press and Hold" means that you press the button in for at least 2 seconds. "Press and Release" means that you press the button and let it go quickly.

Press and Hold the **I** button to turn the monitor off and save your settings at any time. The monitor automatically turns off after 30 seconds of no action.

If you like the setting that you see on your monitor and do not want to change it, Press and Release the **I** button to move to the next setup option.

### **Set Beeper**

The ✓ means the beeper is ON.

The X means the beeper is OFF.



**Beeper ON**



**Beeper OFF**

- 1 To turn your monitor ON, Press and Hold the **ⓘ** button.

**The beeper ON message shows on the display window. The musical notes flash on and off, and the monitor beeps.**



- 2 To change the beeper setting, Press and Release the **◀** button or the **▶** button once.



- 3 Press and Release the **ⓘ** button to save the beeper setting and to move to Set Time (Hour).



## **Set Time**

### **Hour:**

The Hour flashes on and off.

- 1 Press and Release the **▶** button to move the hour forward.
- 2 If you go past the correct hour, Press and Release the **◀** button to move the hour back.
- 3 Press and Release the **ⓘ** button to save the hour and to move to Set Minutes.



## **Minutes:**

The Minutes flash on and off.

- 1 Press and Release the ► button to move the minutes forward.
- 2 If you go past the correct minute, Press and Release the ◀ button to move the minutes back.
- 3 Press and Release the ① button to save the minutes and to move to Set Date.



*Setting Up  
Your Monitor*

## **Set Date**

### **Year:**

The Year flashes on and off.

- 1 Press and Release the ► button to move the year forward.
- 2 If you go past the correct year, Press and Release the ◀ button to move the year back.
- 3 Press and Release the ① button to save the year and to move to Set Month.



**Month:**

The Month flashes on and off.

- 1 Press and Release the ► button to move the month forward.
- 2 If you go past the correct month, Press and Release the ◀ button to move the month back.
- 3 Press and Release the Ⓜ button to save the month and to move to Set Day.

**Day:**

The Day flashes on and off.

- 1 Press and Release the ► button to move the day forward.
- 2 If you go past the correct day, Press and Release the ◀ button to move the day back.
- 3 Press and Release the Ⓜ button to save the day and to move to Set Time Format.



## Set Time Format

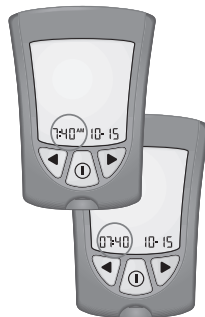
You have two choices:

**Choice #1:** For the 12-hour format, AM or PM shows.

**Choice #2:** For the 24-hour format, AM or PM does not show.

- 1 To change the Time Format, Press and Release the ◀ button or the ▶ button once.
- 2 Press and Release the ⓘ button to save the Time Format and to move to Set Date Format.

Choice #1



Choice #2

## Set Date Format

You have two choices:

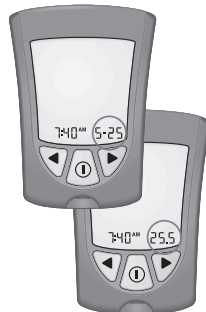
**Choice #1:** For the month-day format, "-" shows with the date.

**Example: "25 May" shows as "5-25"**

**Choice #2:** For the day.month format, "." shows with the date.

**Example: "25 May" shows as "25.5"**

- 1 To change the Date Format, Press and Release the ◀ button or the ▶ button once.
- 2 Press and Release the ⓘ button to save the Date Format and to move to Measurement Unit.



Setting Up  
Your Monitor



## ► Blood Glucose Measurement Unit

Consult your healthcare professional if you have any questions about the blood glucose measurement unit.



This screen shows the blood glucose measurement unit (mg/dL).

Press and Release the ⓘ button to return to Set Beeper.



Press and Hold the ⓘ button to turn your monitor off.



**You have successfully set up your monitor.**

## CHAPTER 3

# Calibrating Your Monitor

### Questions?

Call Customer Care:

1-800-992-3612

24 hours a day, 7 days a week

Calibrating  
Your Monitor

### ► Why Calibrate Your Monitor?

Your monitor must be calibrated so that it can recognize the test strip you are using. Calibration ensures that your results are accurate.

### ► When to Calibrate Your Monitor

- When you use the monitor for the first time.
- **EACH** time you open and use a new box of blood glucose test strips.

### ► What You Will Need

- Blood Glucose Monitor
- For glucose calibration:
  - Blood glucose test strip
  - Blood glucose test strip instructions for use
  - Blood glucose test strip calibrator

### ► How to Calibrate Your Monitor

When you insert a test strip for the first time, the display window shows:

This means the monitor is **not** calibrated for blood glucose monitoring.



### **IMPORTANT:**

- Use only the calibrator that is packaged in the box of test strips you are using.
- **Do not** use test strips that have expired. Check the expiration date on the test strip foil packet and test strip box. If only the year and month are shown, the expiration date is the last day of the month.

- 1 Remove the glucose calibrator package from the new box of test strips.
- 2 Open the calibrator package. Find the three raised bumps on the calibrator package. Peel the clear cover away from the three raised bumps.
- 3 Hold the calibrator with the LOT 00000 number facing you.
- 4 Insert the calibrator into the strip port. Push it in until it stops.

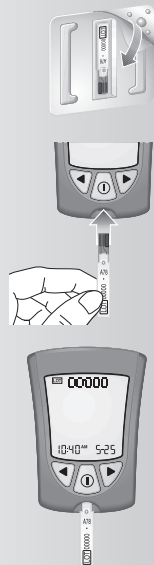
The Display Check shows on the display window, followed by the time, month, and day.

Next, the LOT number shows on the display window:

**LOT 00000**

Then you hear the beeper, if the beeper is ON.

- 5 Check that LOT 00000 appears on the monitor display window and test strip calibrator. This lot number WILL NOT match the test strip instructions or test strip foil packet.



**When the LOT number on the monitor display window and test strip calibrator both read LOT 00000:**

**What It Means:**

Calibration is complete.

**What to Do:**

You may now monitor your blood glucose.

**When the LOT number on the monitor display window and calibrator DO NOT match:**

**What It Means:**

Your monitor may not be calibrated correctly.

**What to Do:**

- Check that the calibrator is labeled LOT 00000.
- Try to calibrate again.

**IMPORTANT:** If the LOT numbers on the monitor display window and calibrator still do not match, contact Customer Care. **Do not** attempt to monitor your blood glucose. Your monitor may show an incorrect result.

6 Remove the calibrator from the monitor and store it in your monitor's carrying case.

**IMPORTANT:** Do not throw the calibrator away until you have used all of the test strips in the box.

If you have any trouble calibrating your system, please contact Customer Care.

## ► How to Recall the LOT Number

- 1 To recall the LOT 00000 number, Press and Hold the ► button. While holding the ► button, Press and Hold the ⓘ button.

The Display Check shows on the display window, then the LOT 00000 number shows with the time, month, and day of the most recent glucose calibration.



**Note:** If the LOT number that shows on your monitor's display window is not correct:

### What It Means:

Your monitor may not be calibrated correctly.

### What To Do:

- Re-calibrate your monitor.
- Check that you are using the calibrator that came in the box of test strips you are using.

**Remember, improper calibration will cause incorrect results.**

- 2 Press and Hold the ⓘ button to turn your monitor off.



## CHAPTER 4

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

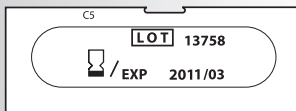
# Monitoring Your Blood Glucose

### ► What You Will Need

- Blood glucose test strip with its instructions for use
- Blood glucose monitor
- Lancing device and a new, sterile lancet

### ► Important Information about Monitoring Your Blood Glucose

- **Do not** use out-of-date test strips. Check the expiration date printed on the test strip box and on each test strip foil packet. If only the month and year are printed on the test strip, then the expiration date is the last day of that month.
- For more detailed information about your test strip, please read its instructions for use before monitoring.
- Use the test strip **immediately** when you take it out of its foil packet.
- **Do not** use a wet, bent, scratched, or damaged test strip.
- **Do not** use the test strip if its foil packet has a puncture or tear in it.



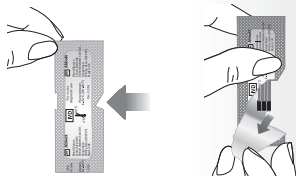
**Example:**  
**Expiration date**  
**March 31, 2011**

Monitoring  
Blood Glucose

- Before you monitor your blood glucose, allow your monitor and test strip to reach the recommended operating temperature range of the test strip. The test strip operating temperature range is in the "Limitations of Procedure" section of the blood glucose test strip instructions for use.
- Read the lancing device instructions for use.

### ► **How to Monitor Your Blood Glucose** **Getting Started**

- 1 Prepare your lancing device.
- 2 Wash your hands using warm soapy water and dry them completely.
- 3 Remove the test strip from its foil packet.



- 4 Insert the three black lines at the end of the test strip into the strip port.



- 5 Push the test strip in until it stops.  
The monitor turns on automatically.  
These items show on the display window, one after the other:

- Display Check – Remember to make sure that all items in the picture here show on the display window. (See Chapter 1 for more information about the Display Check.)
- Time, month, and day (if set)  
If date and time are not set, dashes will show instead of numbers.
- LOT 00000 number for the calibrator you are using.
- Apply Sample message, which tells you that the monitor is ready for you to apply blood to the blood glucose test strip.



Monitoring  
Blood Glucose



## **Obtaining A Blood Drop**

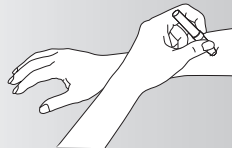
Use your lancing device to obtain a blood drop.

### **Recommendations for Obtaining a Blood Drop**

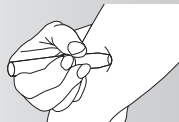
- To obtain a sample from an alternative site (forearm, upper arm, or base of the thumb), use an appropriate alternative site lancing device.
- Before you obtain a blood sample from the fingertip, forearm, upper arm, or base of the thumb, make sure the sample site is clean, dry, and warm. To warm the sample site, wash it in warm water, rub the skin vigorously for a few seconds, or apply a warm pad to it.
- Hang your arm down before pricking your finger or the base of the thumb to help blood flow.
- To obtain a blood sample from the arm, use a fleshy area away from bone. Avoid areas where there is a lot of hair.
- Avoid squeezing the puncture site.
- Apply the blood sample to the test strip immediately.



Fingertip sampling



Forearm sampling



Upper arm sampling



Base of thumb sampling

## Lancets and Lancing Device

- Lancets are for one-time use only. Use a new lancet each time you monitor.
- Discard your used lancet properly. Put it in an empty puncture-resistant container, such as a plastic milk carton or detergent bottle.
- Never share your lancing device or lancet with another person.

## Applying the Blood Drop to the Test Strip

- 1 Touch the blood drop to the white area at the end of the test strip. The blood is drawn into the test strip.



Monitoring  
Blood Glucose

**Note:** If the monitor shuts off before you apply blood to the test strip, remove the test strip from the monitor and try again.

- 2 Continue to touch the blood drop to the end of the test strip until the monitor begins the test. The monitor begins the test when:

- You hear the beeper, if the beeper is ON.
- The display window shows the status bar.
- Then the display window shows the countdown.



**Note: Do not** remove the test strip from the monitor or disturb the test strip during the countdown.

**Important:**

If the countdown does not start:

**What It Means:**

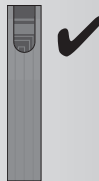
You might not have applied enough blood to the test strip.

**What to Do:**

Apply a second drop of blood to the test strip. Refer to your test strip instructions for use for the number of seconds you have to apply a second drop.

- If the countdown still does not start, or if the number of seconds you have to apply a second drop have passed, discard the test strip, turn off your monitor, and try again with a new test strip.

Correct



- 3 At the end of the countdown:
- If the beeper is ON, listen for the beeper.
  - The blood glucose result shows on the display window.
  - The result is stored in your monitor's memory. You may also write the result in your logbook.



## **Shutting Off Your Monitor**

- 1 Removing the test strip from the strip port turns off the monitor. You can use the opened foil packet to remove and discard your used test strip.
- 2 Discard the test strip properly.



**Note:** You may also turn the monitor off by Pressing and Holding the **ⓘ** button. If you do not turn your monitor off or pull the test strip out, the monitor shuts off automatically after 60 seconds.



Monitoring  
Blood Glucose

## **► Understanding Your Result**

### **"LO" Result**

#### **What It Means:**

Your monitor has determined that your blood glucose result is lower than 20 mg/dL or there may be a problem with the test strip.

#### **What to Do:**

Monitor your blood glucose again with a new test strip. If **LO** shows on the display window again, contact your healthcare professional **immediately**.



## Result 300 mg/dL or Higher

When your blood glucose result is 300 mg/dL or higher, **KETONES?** flashes on and off on the display window.

### What to Do:

Monitor your blood glucose again with a new test strip. If the message appears again, follow your healthcare professional's instructions.



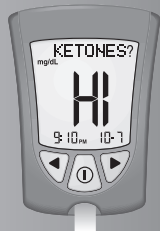
## "HI" Result

### What It Means:

Your monitor has determined that your blood glucose result is higher than 500 mg/dL or there may be a problem with the test strip.

### What to Do:

Monitor your blood glucose again with a new test strip. If **HI** shows on the display window again, contact your healthcare professional **immediately**.



## **"E-4" Result**

### **What It Means:**

Your blood glucose may be too high to be read by the system, or there may be a problem with the test strip.

### **What to Do:**

Monitor your blood glucose again with a new test strip. If **E-4** shows on the display window again, contact your healthcare professional **immediately**.



Monitoring  
Blood Glucose

### **Important:**

It is recommended that you repeat the blood glucose test with a new test strip when:

- **LO** shows on the display window.
- You obtain a low blood glucose result, but you do not have symptoms of low blood glucose.
- Your monitor displays a blood glucose result that is unusually low, lower than 50 mg/dL.
- **HI** shows on the display window.
- You obtain a high blood glucose result, but you do not have symptoms of high blood glucose.
- Your monitor displays a result that is unusually high, higher than 300 mg/dL.
- You question your result.

### **Important:**

A result that is incorrect may have a serious medical outcome. Consult your healthcare professional before changing your diabetes medication program.

## Doing A Control Solution Test

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

### ► Why Do A Control Solution Test?

The control solution test tells you that your monitor and test strips are working correctly. A control solution test is similar to when you monitor your blood glucose, except you use a Solartek or MediSense Control Solution. **You do not use a drop of blood in a control solution test.**

### ► When Is Doing A Control Solution Test Recommended?

- When your test results do not agree with how you feel
- When you open a new box of test strips
- When you want to confirm that your monitor and test strips are working properly

### ► Important Information about Control Solution Testing

- For more detailed information about control solutions, read the control solution instructions for use.
- **Do not** use the control solution if the expiration date has passed. Check the expiration date printed on the control solution bottle.
- When you open a control solution bottle for the first time, count forward 90 days and write this date on the control solution bottle using a pen that won't smear or wipe off. Throw away any remaining solution after this date.
- The results obtained from control testing do not reflect your personal blood glucose levels in any way.



- **Do not** swallow the control solution.
- **Do not** inject the control solution or use the control solution as eye drops.

► **For Healthcare Professionals:**

- Use two levels of Solartek or MediSense Control Solution to do control solution tests with each new box of test strips.
- Ensure that quality control is performed in accordance with Federal, state and local guidelines.

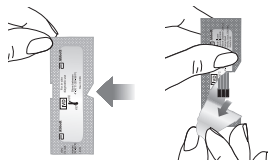
► **What You Will Need**

- Blood Glucose Monitor
- Blood glucose test strip and its instructions for use
- Solartek or MediSense Control Solutions and instructions for use

**How to Do Control Solution Testing**

► **Getting Started**

- 1 Wash your hands using warm soapy water and dry them completely.
- 2 Check that the LOT number on the test strip instructions for use matches the test strip foil packet.
- 3 Remove the test strip from its foil packet.





4 Insert the three black lines at the end of the test strip into the strip port.




5 Push the test strip in until it stops.

The monitor turns on automatically. These items show on the display window, one after the other:

- Display Check – Remember to make sure that all items in the picture here show on the display window. (See Chapter 1 for more information about the Display Check.)
- Time, month, and day (if set)  
If date and time are not set, dashes will show instead of numbers.
- LOT 00000 number for the calibrator you are using.
- Apply Sample message, which tells you that the monitor is ready for you to apply control solution to the test strip.




- 6 To mark the test as a control test, Press and Release the **I** button once.  shows on the display window.



**Important:** If you do not mark the test as a control test, it will be saved in your monitor's memory as one of your personal blood glucose results. This could affect your blood glucose averages.

### **Applying Control Solution to the Test Strip**

- 1 Turn the control solution bottle upside down three to four times to mix the solution.
- 2 Remove the cap.
- 3 Apply a drop of control solution to the test strip in the area shown here. The control solution is drawn into the test strip. 
- 4 Continue to touch the control solution to the test strip until the monitor begins the test.  
The monitor begins the test when:
  - You hear the beeper, if the beeper is ON.
  - The display window shows the status bar.
  - Then the display window shows the countdown.



Control  
Solution Testing

**Note: Do not** remove the test strip from the monitor or disturb it during the countdown.

**Important:** If the countdown does not start:

### **What It Means:**

You might not have applied enough control solution to the test strip.



### **What to Do:**

Apply a second drop of control solution to the test strip. Refer to your test strip instructions for use for the number of seconds you have to apply a second drop.

- If the countdown still does not start, or if the number of seconds you have to apply a second drop have passed, discard the test strip, turn off your monitor, and try again with a new test strip.

**5** At the end of the countdown:

- If the beeper is ON, listen for the beeper.
- The control result shows on the display window.
- The result is stored in your monitor's memory as a control result. In your logbook, record the result as a control result.

### **Shutting Off Your Monitor**

- 1** Removing the test strip from the strip port turns off the monitor. You can use the opened foil packet to remove and discard your used test strip.



2 Discard the test strip properly.

**Note:** You may also turn the monitor off by Pressing and Holding the ① button. If you do not turn your monitor off or pull the test strip out, the monitor shuts off automatically after 60 seconds.



### ► **Understanding Your Result**

Compare the control result to the "Expected Results for Use with Solartek or MediSense Control Solutions" range printed on:

- The blood glucose test strip instructions for use, for glucose control solution testing.

#### **If the control result falls within the range:**

##### **What It Means**

Your monitor and test strips are working correctly.

#### **If the control result does not fall within the range:**

##### **What It Means**

Your monitor and test strips may not be working correctly.

##### **What to Do**

Repeat the test with a new test strip and ensure the control solution testing instructions are followed completely. If the result is still not within the printed range, contact Customer Care.

## Reviewing & Using Your Results

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

### ► What Can Your Monitor Show You? Memory

Your monitor has a memory that stores up to 450 events. This is a combination of control results, your personal blood glucose results, and other monitor information.

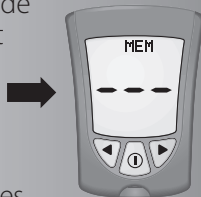
You can review up to 450 of your most recent events on your monitor's display window.

### Glucose Averages


You can view the average of all your blood glucose results from the last 7, 14, or 30 days. If you marked your control solution tests, the averages do not include control solution results. (For more information on marking control solution tests, see Chapter 5.)

### **Important:**

- To review blood glucose averages, you **must** set the date and time before monitoring.
- If you **do not** mark control solution tests, this may affect your glucose averages.
- Blood glucose averages **do not** include glucose control results, or results that do not show the time, month, and day.
- When there are no previous results or blood glucose averages to review, the display window shows three dashes.



## ► How to See Results in Memory

- 1 Begin with your monitor turned off. Make sure there is nothing in the strip port.
- 2 Press and Release the  button.
  - The Display Check shows on the display window.
  - Then your most recent result shows with its unit on the monitor's display window, along with the time, month, and day that you got the result. (To set the correct date and time, follow the steps in Chapter 2.)



A blood glucose result in Memory will show with the letters **MEM.**



Blood Glucose  
result in Memory

Reviewing Results



A control solution result in Memory shows with a control bottle, as long as you marked the test as a control solution test.



Control solution result in Memory

- 3 To review previous results, Press and Release the ◀ button once per result.



- 4 When you reach the last result in Memory, the display window shows three dashes.



- 5 To return to a result you previously reviewed, Press and Release the ▶ button once per result.



## ► How to See Averages

### Important:

- Results that show as **LO** during blood glucose monitoring are included as 20 mg/dL in blood glucose averages.
- Results that show as **HI** during blood glucose monitoring are included as 500 mg/dL in blood glucose averages.

- 1 While in Memory, Press and Release the **1** button at any time to see the 7-Day average of your blood glucose results.



**Note:** **n** means how many tests were performed within the 7-, 14-, or 30-Day average period.

- 2 Press and Release the **◀** button once to see the 14-Day average of your blood glucose results.



- 3 Press and Release the **◀** button again to see the 30-Day average of your blood glucose results. If you Press and Release the **◀** button again, the display window shows the 7-Day average.



Reviewing Results



- 4 Press and Release the **I** button at any time to return to Memory.

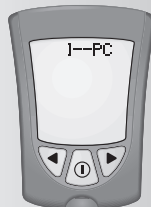


- 5 Press and Hold the **I** button to turn off your monitor. Otherwise, the monitor turns off after 30 seconds.



### ► **Transferring Your Results to a Computer**

Download of test results to a computer requires a compatible data management system. For more information, please go to our website or call Customer Care.




## CHAPTER 7

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

# Understanding & Troubleshooting Error Messages

There are times when error messages may show on your monitor's display window.

In the next few pages, we describe the error messages that may show on your monitor's display window, what they mean, and what you need to do.

Message	What It Means	What You Need to Do
	Temperature is too hot or too cold for the system to work properly.	<ul style="list-style-type: none"><li>• <b>Move your monitor and test strips to a location where the temperature is appropriate and monitor again with a new test strip. You may have to wait for your monitor to adjust to the new temperature. Refer to your test strip instructions for use for the appropriate operating temperature range.</b></li><li>• <b>If the error message appears again, contact Customer Care.</b></li></ul>

*Error Messages*

## Message

## What It Means

## What You Need to Do



Monitor error.

- Turn the monitor off, then repeat previous monitoring steps.
- If the error message appears again, contact Customer Care.



There may be a problem with the test strip.

- Review the monitoring instructions.
- Monitor again with a new test strip.
- If the error message appears again, contact Customer Care.



Blood glucose result may be too high to be read by the system.

**OR**

There may be a problem with the blood glucose test strip.

- Monitor again with a new test strip.
- If the error message appears again, contact your healthcare professional immediately.

Error Messages

## Message

## What It Means

## What You Need to Do



Blood applied to test strip too soon.

- Review the monitoring instructions.
- Monitor again with a new test strip.
- If the error message appears again, contact Customer Care.



Calibration/Test strip error.

- Repeat the calibration using the calibrator bar that came with the test strip you are using.
- Check the date setting on your monitor.
- Check the expiration date on the test strip foil packet.
- If the error message appears again, contact Customer Care.



Test strip error.  
Test strip may be damaged, used, or the monitor does not recognize it.

- Monitor again using a test strip designed for use with the ReliOn® Ultima monitor.
- If the error message appears again, contact Customer Care.

Error Messages

## Message

## What It Means

## What You Need to Do



Monitor error.

- Remove test strip, turn monitor off, and try to monitor again.
- If the error message appears again, contact Customer Care.



Monitor error.

- Remove test strip, turn monitor off, and try to monitor again.
- If the error message appears again, contact Customer Care.

Error Messages

## CHAPTER 8

# Your Monitor's Specifications & Limitations

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*



<b>Size</b>	Length: 2.94" (7.47 cm) Width: 2.10" (5.33 cm) (top) 1.70" (4.32 cm) (bottom) Thickness: 0.64" (1.63 cm)
<b>Weight</b>	1.41-1.62 ounces (40-46 grams)
<b>Power Source</b>	One CR 2032 Lithium (coin cell) battery
<b>Battery Life</b>	Approximately 1,000 tests
<b>Memory</b>	Up to 450 events including control results, personal blood glucose results, and other monitor information
<b>Storage Temperature</b>	Monitor: -13° to 131°F (-25° to 55°C) Test Strips: See test strip instructions for use Control Solution: See control solution instructions for use
<b>Blood Glucose Assay Range</b>	See blood glucose test strip instructions for use
<b>Control Solution Range</b>	See blood glucose test strip instructions for use

*Specifications & Limitations*

<p><b>Functions</b></p>	<ul style="list-style-type: none"> <li>- Blood glucose monitoring</li> <li>- Memory 450 events</li> <li>- Glucose averaging: 7-Day, 14-Day, and 30-Day Averages</li> <li>- Control solution marking and testing</li> <li>- Backlight: If ON – Stays ON during countdown; turns OFF 30 seconds after result is displayed. If OFF – Stays OFF during countdown; stays OFF during data upload</li> <li>- Beeper: If ON – Beeps when countdown starts and finishes</li> </ul>
<p><b>Data port</b></p>	<p>Yes</p>
<p><b>Monitor Operating Range</b></p> <p>Temperature:</p> <p>Relative Humidity:</p>	<p>50° to 122°F (10° to 50°C)</p> <p>10% to 90%, non-condensing</p>
<p><b>System Operating Range</b></p> <p>Temperature:</p> <p>Relative Humidity:</p>	<p>The system operating range is the operating range of the test strip you are using. See "Limitations of Procedure" section in test strip instructions for use.</p> <p>10% to 90%, non-condensing</p>

## ► Important Information about Using Blood Samples from the Forearm, Upper Arm, or Base of the Thumb:

- Contact your healthcare professional before you begin using any one of these alternative sites to test your blood glucose.
- Sampling from any one of these alternative sites may cause minor bruising and may leave marks that go away in a short time.
- There may be times when alternative site results are different from fingertip results. This happens when blood glucose levels change rapidly (for example, after you eat a meal, after you take insulin, or during or after exercise).
- Use alternative sites to monitor your blood glucose before, or more than two hours after, you eat a meal, take insulin, or exercise.
- **Do not** use blood samples from alternative sites when:
  1. You think your blood glucose is low or is changing rapidly,
  2. You have been diagnosed with hypoglycemic unawareness,
  3. The results from alternative sites do not match the way you feel,
  4. It is within two hours of eating a meal, taking insulin, or exercising.



## Caring For Your Monitor

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

### ► Cleaning Your Monitor

Store your monitor in its carrying case.

If the surface of your monitor gets dirty, you may clean it. Use a damp cloth and mild soap.

Healthcare professionals: Acceptable cleaning solutions include 10% Bleach, 70% Alcohol, or 10% Ammonia.

#### **IMPORTANT:**

**Do not** try to clean the strip port.

**Do not** pour liquid into the strip port or buttons.

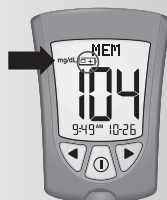
**Do not** place your monitor in water or any other bath.

### ► Replacing Your Monitor's Battery

When your monitor needs its batteries replaced, the display window shows one of two things:

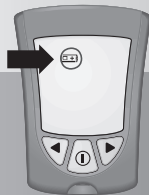
#### **This means the battery is low.**

You may still use your monitor and the results will be accurate. However, the backlight is not usable. It is recommended that you replace the battery at this time.



#### **This means the battery must be replaced.**

The monitor is not usable. The monitor turns off automatically.



#### **IMPORTANT:**

**Do not** remove the old battery until you have a new battery to install. It may be necessary to reset the time and date once you install a new battery.

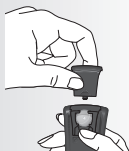
## **How to Replace Your Meter's Battery**

*If your meter has a plastic tab, use these directions.*

- 1 Gently push the battery cover in and up with your thumb.



- 2 Lift the battery cover out of the monitor.



- 3 Pull on the plastic tab sticking out of the meter to remove the old battery.



- 4 Insert a new CR 2032 Lithium (coin cell) battery with the plus sign (+) facing up.



*If your meter has no plastic tab follow these directions.*

- 1 Gently push the battery cover in and up with your thumb.



- 2 Lift the battery cover out of the monitor.



- 3 To remove the battery, push the battery upward to release the battery.



- 4 Insert a new CR 2032 Lithium (coin cell) battery with the plus sign (+) facing up.



*Caring for  
Your Monitor*

5 Place the notches on the battery cover into the appropriate molded areas.

6 Gently push the battery cover in and down until you hear a click.

7 Press and Hold the **ⓘ** button to turn your monitor on. If your monitor does not turn on, review the battery installation steps and reinstall the battery.

8 Check the date and time on your monitor. You may automatically be prompted to reset the time and date when you first press the **ⓘ** button to turn your monitor on. (See Chapter 2, Setting Up Your Monitor).

9 Be sure to discard the old battery in compliance with your local government's regulations.



## CHAPTER 10

**Questions?**  
**Call Customer Care:**  
**1-800-992-3612**  
*24 hours a day, 7 days a week*

### Support

#### ► Support

We are committed to providing you with support. If you have any questions and/or need assistance, call Customer Care: 1-800-992-3612, 24 hours a day, 7 days a week.

*Support*

